2002 and whether the target set for 2002-03 is likely to be achieved; if not, whether any special steps are being taken in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SU. THIRUNAVUKKARASAR): (a) India's software export during the year 2002-03 is expected to be about Rs. 46,500 crores.

(b) During the first three quarters of the financial year 2002-2003 (April-December), India's software export is around Rs. 31,200 crores.

The Tenth Five Year Plan of the Department of Information Technology had fixed a target of Rs. 54,000 crores worth of software exports during the year 2002-03. This target may fall short by about 15% because of a series of negative developments like the US economic recession, the global slow down, WTC disaster and more recently the Iraq War.

Government has taken following steps to promote export of computer software and services;

(i) Awarness programms and focussed Road Shows in collaboration with the Industry, organised periodically in potential markets.

(ii) Financial support to industry for organizing and participating in international fairs, exhibitions and conferences for marketing Indian strength in the sector.

(iii) Bilateral cooperation with other countries strengthened by entering into Memorandum of Understandings (MOUs). These MOUs have been used to provide platform for the industry to establish contracts with counterparts in these countries and to explore and increase possibilities of exports.

Faulty Telephone services of MTNL, Delhi

†2948. SHRI KAPIL SIBAL:
SHRI LAJPAT RAI:

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

†Original notice of the question was received in Hindi.

(a) whether it is a fact that the telephone services of the MTNL, Delhi have been found to be most faulty than that of other telephone services of the country;

(b) if so, the facts in this regard; and

(c) the immediate steps taken by Government with a view to improving the telephone services of MTNL and the likely improvement as a result thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI SUMITRA MAHAJAN): (a) and (b) Sir, Fault rate in Delhi unit of MTNL is slightly on the higher side. The average fault rate per hundred per month in Delhi unit for the year 2002-03 (upto 31-01-2003) is 19.99, as against average of all Indian fault rate of 11.00 for the same period.

Not only the Telecom network of Delhi is one of the oldest where paper core underground cables still exists but due to very fast development of basic infrastructure like construction of flyovers, widening of roads, digging by other utility services to maintain and meet growing demand of fast expanding population, there are more damages to underground cables. However, the fault rate for the month of February, 2003 has been brought down to 17.27 faults per 100 subscribers per month.

(c) The steps taken to improve the telephone services of MTNL are given in the enclosed statement.

Statement

Steps taken to improve the telephone services of MTNL

MTNL, Delhi has initiated several measures to reduce the fault rate as listed below:

1. All the electro mechanical exchanges and analog electronic exchanges in MTNL, Delhi have been replaced by digital electronic exchanges.

2. Paper core underground cables are being replaced by Jelly filled cables/Optical fibre cables with Digital Loop Carriers (D.L.Cs.).

3. For higher capacity primary cables and junction cables, duct systems has been introduced.

4. Rehabilitation work in respect of leading in cables and rewiring of multi storeyed building is being done.

5. Overhead wires are minimized by introducing 5 pair cables and wall Distribution Points (DPs).

6. The junction network has been completely transferred to optical fibre cable links.

7. Further improvement is being done by providing Synchronous Digital Hierarchy (SDH) systems connected on the ring architecture.

8. Subscriber loop length being reduced by planning more Remote Subscriber Units (RSUs)/Remote Line Units (RLUs)/Digital Loop Carriers (DLCs).

9. Wireless technologies like Cordect, Wireless in Local Loop (WLL) have been introduced. Faults are monitored on daily basis by senior officers.

10. Computerised fault reporting system is introduced, which helps in booking, testing and sending the faults to the concerned line staff.

11. In addition to this, line staff is provided with pagers for easy communication and follow up with the testing staff for speedy clearance of faults.

12. Managed leased Data Network system has been introduced to improve the performance of the leased circuits.

13. MTNL has liberalized the policy to replace all telephone instruments older than 5 years or repaired more than 2 times. This is being implemented in phases. In the first phase, instruments more than eight years old are being replaced.